

1. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals may comprise a conventional telephone instrument including voice communication means for providing audio response signals and digital input means for providing digital response signals, said control system comprising:

status means to selectively identify response signals from each select terminal as digital control signals, digital data signals or audio signals;

means for addressing individual caller data  
from said memory means in response to digital signals  
from said digital input means;

control means for actuating said cue means and said status means to cue and identify audio signals, operation of said control means being conditioned on the failure of said means for addressing individual caller data to provide signals representative of caller data from said memory means; and

means for storing said audio signals representative of caller data in said memory means responsive to cueing by said cue means.

8 cue means for cueing select ones of said  
9 terminals to prompt selective actuation of said voice

1                    10. A system according to claim 7 further  
2                    including a plurality of audio response units for  
3                    interfacing said means for processing to said communica-  
4                    tion facility.

12. A voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals may comprise a conventional telephone instrument including voice communication means for providing audio response signals and digital input means for providing digital response signals, said control system comprising:

12 status means to selectively identify respon-  
13 sive signals from each select terminal as digital  
14 control signals, digital data signals or audio signals;

control means implementing a stored program to control said cue means and said status means in accordance with said program and said digital control signals to prompt responsive signals from each select terminal in accordance with said status means, said program implementing an interface communication operation; and

means for selectively storing responsive signals from said select terminals including digital data signals and audio signals as selectively identified by said status means to indicate identification data and process data provided by said callers.

1 13. A system according to claim 12 wherein  
2 said means for storing signals stores signals represen-  
3 tative of billing information.

1 14. A system according to claim 13 wherein  
2 said control means further implements inventory means to  
3 account for items.

1 15. A system according to claim 14 wherein  
2 said inventory means includes an inventory record of  
3 said items.

1 16. A system according to claim 12 wherein  
2 said communication facility provides automatic number  
3 identification (ANI) signals and said status means  
4 selectively identifies said automatic number identifica-  
5 tion signals as digital control signals or digital data  
6 signals.

1 17. A voice-data control system for use with  
2 a communication facility including remote terminals for  
3 individual callers, wherein said remote terminals may  
4 comprise a conventional telephone instrument including  
5 voice communication means for providing audio signals  
6 and digital input means for providing digital response  
7 signals, said control system comprising:  
8 cue means for cueing select ones of said  
9 terminals to prompt selective operation of said voice  
10 communication means and said digital input means at said  
11 terminals to provide responsive signals;  
12 status means to selectively indicate respon-  
13 sive signals from each select terminal as digital  
14 control signals, digital data signals or audio signals;  
15 control means for receiving said digital  
16 control signals for actuating said cue means and said

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8 cue means for cueing select ones of said  
9 terminals to prompt selective operation of said voice  
10 communication means and said digital input means at said  
11 terminals to provide responsive signals;

12 status means to selectively indicate respon-  
13 sive signals from each select terminal as digital  
14 control signals, digital data signals or audio signals;  
15 test means for testing caller identification  
16 data for approval;  
17 control means for receiving said digital  
18 control signals including automatic number identifi-  
19 cation (ANI) signals to actuate, said test means, said  
20 cue means and said status means in accordance with a  
21 predetermined program; and  
22 means for storing individual caller data as  
23 received under control of said control means implement-  
24 ing said program.

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